



Information Network of Kansas Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending August 31, 2009

Table of Contents

Executive Summary	3
New Service Requests & Contracts for Approval	4
New Applications Deployed	4
Applications in Development	4
Project Change Requests Deployed	5
Project Change Requests in Development	6
Support Statistics	7
Site Promotions	7
Marketing	9

For the month ending August 2009

Executive Summary

Kansas.gov is staying very busy and productive as the month of August is wrapping up. Some of the high points for this month include:

~Branded the over-the-counter initiative as “KanPay Counter, the Point-of-Sale Solution.” Efforts continue towards the rollout for state and local government in Q3 or Q4 of 2009. Continued discussions and gathering requirements will occur in September with all parties.

~Received approval on KIC’s support ticketing system and elevation criteria. The Kansas.gov team worked internally to refine this process and a met with key partners from the board (SOS and KDOR) and Jim Hollingsworth. Next step is to evaluate the project process.

~Launched the following marketing activities and tactics to help drive awareness of the new and improved Kansas.gov Content Management System, KanSite (www.kansas.gov/kansite).

- Marketing Activities
 - Launched the Kansas Mentors (kansasmentors.org) Web site on August 3
 - Promoted the Kansas Mentors Web site launch using the following activities:
 - Press Release
 - Kansas.gov August Site Promotions features on Education and Community pages
 - Promotion on *ksgovernment* Twitter, FaceBook, and BlogSpot social networks
- Marketing Tactics
 - Secured KanSite CMS contracts for Health Care Stabilization Fund and Kansas Arthritis Program
 - Held a Web site architecture meeting with the Health Care Stabilization Fund to outline the requirements for their site

~Worked with the Department of Health & Environment to launch the Kansas Dropout Prevention Summit registration form leveraging KanForm (http://www.kansasdropins.org/summit_info.htm).

~DiAnna Wages, KIC’s Director of Creative Services, has taken an opportunity with NIC’s new partner state of Texas. DiAnna will transition to the Texas portal during August. Her position will be filled.

~Lisa Counts was married in the month of August, and her new last name is Jones. Please see contact information below.

Please contact me if you have any questions at 785.296.5275 or via email at lisa.jones@www.kansas.gov.

Respectfully submitted,

Lisa R. Jones

Lisa R. Jones, General Manager

New Service Requests & Contracts for Approval

Service Requests

No Service Requests were submitted during the month of August

Contracts for Approval

Kansas Health Care Stabilization Fund (HCSF)

Kansas Health Care Stabilization Fund requests INK assistance for hosting a Web site provided in the Kansas.gov Content Management System. The content management system will allow the partner to update and maintain their content. This is a contract for a fee-based service.

Kansas Department of Agriculture (KDA)

Kansas Department of Agriculture requests INK assistance for providing a service for online license renewal and payment portal service. The restaurant license renewal and payment portal will allow stakeholders to renew their restaurant license and pay by electronic payment. This is a contract for a fee-based service.

New Applications Deployed

Project Name	Agency	Deployment (Month)
Optometry License Portal	KSBE0	Feb-09
Homestead Refund Claim	KDOR	Mar-09
License Renewal 2008	KSBN	Mar-09
KanSite – The Content Management System	KIC	May-09
UCC Weekly Batch	SOS	Jun-09
Kansas Mentors Web Site (KanSite)	KDHE	Aug-09
Kansas Dropout Prevention Summit (KanForm)	KDHE	Aug-09
Attendant License Verification	KSBEMS	Aug-09

Applications in Development

Project Name	Agency	Scheduled Finish (Month)
Grant Portal Phase 3	GOV	Oct-09
Promotional KANNCheck Subscription	KSBN	Oct-09
Lodging License Renewal	KDA	Oct-09
Restaurant License Renewal	KDA	Oct-09
License apps and renewals	BOC	Nov-09
Over-the-Counter Payments	KDOR	Nov-09
Agri-Portal	KDA	Jan-10
Search Suite	COTA	Jan-10
License Renewal	KSBMA	Feb-10

ABC Licensing	KDOR	Mar-10
Kansas Mentors: Interactive Directory	KDHE	Aug-10
KOHP Interactive Directory & Map	KDHE	Aug-10

Project Change Requests Deployed

Project Name	Agency	Deployment (Month)
HOC CRC Admin Orders Detail Report	KDHE	Jan-09
KBC: (AOI, NR, NA) KBC upgrade	SOS	Jan-09
Website: Update dates for new session	LEG	Feb-09
RO/RA: Create image when user doesn't view	SOS	Feb-09
License Renewal Feb 09 Cycle Mods	KSBHA	Feb-09
Ambulance LR April 2008 Modifications	KSBEMS	Feb-09
WebFile 2008 Tax Year Modifications	KDOR	Mar-09
Appraiser License Renewal 2009 Modifications	KREAB	Mar-09
HOC CRC Add Subscriber Option	KDHE	Mar-09
HOC CRC Modify DOB Validation	KDHE	Mar-09
Registered Offender Update FAQ Text	KBI	Mar-09
Nurse LicRen Audit Requirements Change	KSBN	Mar-09
HOC CRC Domain Change	KDHE	Mar-09
PVD: Phase 1 Change Content	KDOR	Apr-09
Verification: Change Contact page	KBOP	Apr-09
Verification: CEU: Error Message change	KREC	Apr-09
Post Audit: Change Database	LEG	Apr-09
ALR 2009 CEU Modifications	KREAB	Apr-09
License Renewal May 2009 Modifications	KSBHA	May-09
Annual Report 2009 Modifications	KSBN	May-09
PI License Verification 2008 Modifications	KBI	May-09
CPA: Allow decimals in CPE field	BOA	May-09
CPA: Change Text on Disclosure statement	BOA	May-09
LR: 2009 Enhancement - Functional Changes	KBOP	May-09
LR: 2009 Enhancements - Content changes	KBOP	May-09
RORA: Add type code PL	SOS	Jun-09
Pesticide Licenses June 2009 Modifications	KDA	Jun-09
Bills: Keyword Search	LEG	Jun-09
KanForm v2	KIC	Jun-09
Name Change: Add "Who Can File" Content	SOS	Jun-09
Conc. & Carry: 2009 Updates	KSAG	Jul-09
Digital ID Branding	ITIMG	Jul-09
Point KAR page to SOS site	LEG	Jul-09
License Renewal Aug 09 Mods	KSBHA	Aug-09

Roster: text change	BOTP	Aug-09
IFTA Renewal: 2009 Modifications	KDOR	Aug-09
Kanview: Add Salaries	DOA	Aug-09

Project Change Requests in Development

Project Name	Agency	Scheduled Finish (Month)
KanForm: Vs 3	KIC	Sep-09
Hunter's Education Cards KanPay conversion	KDWP	Sep-09
DCRS Instant Access	OJA	Sep-09
Disso: Create Admin site	SOS	Sep-09
Subscriber License Verification Rewrite	KSBHA	Sep-09
LR: 2009 Text Update	KDB	Sep-09
LCH 2009 Fee Increase Mods	KBI	Oct-09
Name Change NA process update	SOS	Oct-09
Name Reservation: NA process update	SOS	Oct-09
HOC LR Change Address Field Validation	KDHE	Oct-09
KANNCheck Add Voucher Payment Option	KSBN	Oct-09
LR: Add additional disciplinary questions	KREC	Oct-09
Name Availability: Process update	SOS	Oct-09
SGCO Legacy DCRS 2009 Rewrite	OJA	Oct-09
License Renewal: Add ACH	BSRB	Oct-09
UCC Search Redaction Phase 1	SOS	Nov-09
AOI: NA process update	SOS	Nov-09
UIPB Add CCD Format	KDOL	Nov-09
UIPB Modify Failed Payment Processing	KDOL	Nov-09
Disso: Add Type Code PL	SOS	Nov-09
HOC LR Import Notification	KDHE	Nov-09
WebFile Homestead 2009 TY Mods	KDOR	Nov-09
Bills: Rewrite Keyword search	LEG	Dec-09
WebFile Income 2009 TY Mods	KDOR	Dec-09
UCC: Filing: Create Admin site	SOS	Dec-09
UIPB Add ARC code to batch payments	KDOL	Dec-09
Name Change: Create Admin Site	SOS	Dec-09
RO/RA: Create Admin Site	SOS	Dec-09
WYCO Legacy DCRS 2009 Rewrite	OJA	Dec-09
Kansas Business Center 2009	KIC	Dec-09
CGS/LGS/BESS Combine and enhance	SOS	Jan-10

Amber Alert Add Second Victim	KBI	Jan-10
Name Change: Add Link for who can file	SOS	Jan-10
MVR LTD Instant Access	KDOR	Feb-10
KANN Check 2009 Enhancements	KSBN	Feb-10
IFTA Quarterly 2009 Mods	KDOR	Feb-10
License Renewal 2010 Modifications	KSSBEO	Feb-10
IFTA Renewal: 2009 Modifications	KDOR	Apr-10
Post Audit: Search allow PDFs	LEG	Apr-10
UCC Rewrite and Redaction Phase 2	SOS	Apr-10
PVD on Orion	KDOR	May-10
License Renewal Redesign and Rewrite 2009	KSBHA	May-10
WebFile Income 2009 Redesign and Rewrite	KDOR	Dec-10
KBC refactor code	SOS	Jul-11

Support Statistics

~The below table summarizes the number of Live Chats, Emails and Cases Reported from August 1 - 24:

<u>Month</u>	<u>Live Chat</u>	<u>Email</u>	<u>Cases Reported</u>
Jan-09	55	157	385
Feb-09	23	416	159
Mar-09	76	570	269
Apr-09	35	562	286
May-09	29	346	330
Jun-09	21	427	311
Jul-09	15	412	225
Aug-09	41	169	225

Site Promotions

~Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on August 5 and August 31.

~A Back-to-School tile was created and featured on the MyKansas page for the 2009-2010 school year.



Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from August 1 - 24:

<u>Page</u>	<u>Page Views</u>	<u>Time on Page</u>
Government	51,186	51.46
Services	27,884	62.99
Subscribers	15,541	59.64
Business	14,079	58.46
Tiles	13,835	97.00
Tourism	8,015	52.14
Community	5,041	57.01
Help Center	3,573	63.21
Education	3,000	55.59
Photo Gallery	1,892	50.00

Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from August 1 - 24:



<u>Zone</u>	<u>Feature</u>	<u>Page Views</u>
Primary	Registered Offender	211
	Visit Kansas	177
	District Court Record Search	148
	Trip Planner	88
	Day Trips	87
Secondary	Agency & Association Listing	1,097
	State Government Jobs	584
	Employee Service Center	412
	Historic Landmarks	129
	Communications Directory	109

Marketing

~Launched the following marketing activities and tactics to help drive awareness of the new and improved Kansas.gov Content Management System, KanSite (www.kansas.gov/kansite).

- Marketing Activities
 - Launched the Kansas Mentors (kansasmentors.org) Web site on August 3
 - Promoted the Kansas Mentors Web site launch using the following activities:
 - Press Release
 - Kansas.gov August Site Promotions features on Education and Community pages
 - Promotion on *ksgovernment* Twitter, FaceBook, and BlogSpot social networks
- Marketing Tactics

- Secured KanSite CMS contracts for Health Care Stabilization Fund and Kansas Arthritis Program
- Held a Web site architecture meeting with the Health Care Stabilization Fund to outline the requirements for their site

~Developed the following to help drive awareness KanPay Counter, the Point-of-Sale Solution:

- Welcome letter
- Overview flyer

~Continued discussions with the Department of Revenue on the creation of a poster to help drive awareness of the Kansas WebFile service.